



## Need a little extra help . . . .

We understand that life's ups and downs can have an effect on the money we have to pay our bills.

That is why we are dedicated to providing affordable bills to all of our customers based on your ability to pay.

We can now offer lower bills to more customers, where the annual household income is under £16,105 each year (£19,201 for customers in a London Borough) and your annual combined water and sewerage bill is greater than 3% of your total household income after housing costs (Rent or mortgage payments).

You can start your application process today by sending us an email to [SupportPLUS@nwl.co.uk](mailto:SupportPLUS@nwl.co.uk).

We can offer a discount of up to 50% where the annual household income is less than £16,105 (£19,201 for London Borough), and the water bill is 3% or more of the annual net household income.

### **London Borough postcodes**

If your postcode is listed below your home is in a London Borough, please use the housing income limit of £19,201.

IG1

IG11

IG2

IG3

IG6

IG8

RM1

RM10

RM12

RM13

RM14

RM2

RM3

RM4

RM5

RM6

RM7

RM8

RM9